Role Description
Engagement Officer

Classification/Grade/Band	Clerk Grade 5/6
Cluster	Education
Agency	NSW Education Standards Authority
Division/Branch/Unit	Curriculum Reform
Role number	Various
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	Oct 2022
Agency Website	https://www.educationstandards.nsw.edu.au/

Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement. We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school education sectors (public, catholic and independent and early childhood) to deliver the best possible outcomes for students and children through:

- high-quality syllabuses.

- assessment, including managing the HSC and NAPLAN.

- teaching standards, such as the accreditation of teachers to work in NSW schools and early childhood services.

- school environments, including setting and monitoring school standards

To find out more about the important work we do for NSW visit our website.

Primary purpose of the role

The Engagement Officer designs and facilitates engagement activities to contribute to the development and delivery of a range of projects in line with established objectives.

Key accountabilities

- Communicate with key stakeholders and facilitate engagement strategies in line with project plans
- Provide a range of delivery and support services, including preparation of presentations and reports, monitoring project plans, to ensure project outcomes are achieved on time, to quality standards and within agreed scope, in line with established agency project management methodology
- Coordinate communications and change management on emerging issues, including providing support to senior team members
- Liaising with stakeholders and clients
- Liaising with other project staff to resolve community related issues
- Coordinate project meetings, events, site tours and inspections.

Key challenges

- Delivering a range of engagement activities, given tight deadlines, limited resources and the need to manage competing priorities

Key relationships

Who	Why
Internal	
Manager	- Provide advice and contribute to decision making regarding projects and issues - Escalate issues and propose solutions - Receive guidance and provide regular updates on projects, issues and priorities
Project Team	- Guide, support, coach and mentor team members - Support team members and work collaboratively to contribute to achieving team outcomes.
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries
External	
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries

Role dimensions

Decision making

Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures.

Reporting line

The Engagement Officer reports to the Project Officer, Stakeholder Engagement.

Direct reports

There are up to 7 direct reports.

Essential requirements

- Experience in community and stakeholder engagement
- Excellent communication skills, both written and verbal
- Strong interpersonal skills in communications and public affairs
- Reputation for excellence and high-quality service to clients.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate